



Currently Active SubGroup Selection Criteria (Add/ Remove)

NONE

Survey Results and Statistics for [EDI Vendor Survey 2005]

How long have you been transmitting electronic invoices to the VA Financial Services Center (FSC)?

#	Answer		Number of Responses	Percentage
1	1-2 years		2	13.33%
2	3-5 years		7	46.67%
3	6 or more years		6	40.00%
TOTAL:			15	100.00%

Mean : 2.267

Mean Percentile : 57.78% ?

Standard Deviation : 0.680

How satisfied are you with the FSC EDI process?

#	Answer		Number of Responses	Percentage
1	Very Satisfied		7	46.67%
2	Somewhat Satisfied		3	20.00%
3	Neutral		5	33.33%
4	Somewhat Dissatisfied		0	0.00%
5	Very Dissatisfied		0	0.00%
TOTAL:			15	100.00%

Mean : 1.867

Mean Percentile : 82.67% ?

Standard Deviation : 0.884

From start to finish, how difficult was your transition with the FSC from hard copy submissions to EDI?

#	Answer		Number of Responses	Percentage
1	Very Easy		4	26.67%
2	Somewhat Easy		3	20.00%
3	Neutral		7	46.67%
4	Somewhat Difficult		0	0.00%
5	Very Difficult		1	6.67%
TOTAL:			15	100.00%

Mean : 2.400

Mean Percentile : 72.00% ?

Standard Deviation : 1.083

How satisfied were you with the help you received from the FSC EDI Team during your transition from hard copy submissions to EDI?

#	Answer		Number of Responses	Percentage
1	Very Satisfied		8	53.33%
2	Somewhat Satisfied		1	6.67%
3	Neutral		5	33.33%
4	Somewhat Dissatisfied		0	0.00%
5	Very Dissatisfied		1	6.67%
TOTAL:			15	100.00%

Mean : 2.000
Mean Percentile : 80.00%
Standard Deviation : 1.211

How often do you contact the FSC EDI Team with EDI problems or issues?

#	Answer		Number of Responses	Percentage
1	Once a week		0	0.00%
2	Once a month		2	13.33%
3	Quarterly		1	6.67%
4	Semi-annually		2	13.33%
5	Annually		3	20.00%
6	Other (view text answers)		7	46.67%
TOTAL:			15	100.00%







Mean : 4.800
Mean Percentile : 36.67%
Standard Deviation : 1.424




When contacting the FSC EDI Team, how long do you wait for a response to your inquiry?







#	Answer		Number of Responses	Percentage
1	Immediate response		6	40.00%
2	1 day		8	53.33%
3	2-3 days		1	6.67%
4	3 or more days		0	0.00%
5	Issue is still unresolved		0	0.00%
TOTAL:			15	100.00%





Mean : 1.667
Mean Percentile : 86.67%
Standard Deviation : 0.596






How satisfied are you with the FSC EDI Team's ability to solve your problem?

#	Answer		Number of Responses	Percentage
1	Very Satisfied		9	60.00%
2	Somewhat Satisfied		2	13.33%
3	Neutral		3	20.00%
4	Somewhat Dissatisfied		1	6.67%
5	Very Dissatisfied		0	0.00%
	TOTAL:		15	100.00%
Mean : 1.733 Mean Percentile : 85.33%  Standard Deviation : 0.998				

Are you currently sending electronic invoices to other customers for processing?				
#	Answer		Number of Responses	Percentage
1	Yes		14	93.33%
2	No		1	6.67%
	TOTAL:		15	100.00%
Mean : 1.067 Mean Percentile : 96.67%  Standard Deviation : 0.249				

How would you rate your experience with the FSC compared to your other EDI Partners?				
#	Answer		Number of Responses	Percentage
1	Excellent		5	35.71%
2	Good		6	42.86%
3	Average		3	21.43%
4	Poor		0	0.00%
5	Extremely Poor		0	0.00%
	TOTAL:		14	100.00%
Mean : 1.857 Mean Percentile : 82.86%  Standard Deviation : 0.742				

Based on your FSC EDI experiences, would you recommend the FSC to other vendors?				
#	Answer		Number of Responses	Percentage
1	Yes		10	66.67%
2	Maybe		4	26.67%
3	No		1	6.67%
	TOTAL:		15	100.00%
Mean : 1.400 Mean Percentile : 86.67%  Standard Deviation : 0.611				

Overall, all things considered, how satisfied are you with the entire FSC EDI process?				
#	Answer		Number of Responses	Percentage
1	Very Satisfied		7	46.67%
2	Somewhat Satisfied		3	20.00%
3	Neutral		4	26.67%
4	Somewhat Dissatisfied		0	0.00%
5	Very Dissatisfied		1	6.67%
	TOTAL:		15	100.00%
<p>Mean : 2.000</p> <p>Mean Percentile : 80.00% ?</p> <p>Standard Deviation : 1.155</p>				

What suggestions do you have for improving the FSC EDI process? (Please be specific)	
Text Response Record Count: 15	
Response #	Response Text
1	Identifying which of my accounts can utilize FSC services.
2	
3	
4	
5	
6	
7	I don't have any recommendation because we have not interacted much at all. I guess its a good sign.
8	None
9	
10	
11	The initial setup was done way before I started here in 2000. I do need updated contact information
12	I we had you implimented on the 850 purchase and no tjust the 810's it would eliminate most of our 810 problems. Most of the 810 problems are because of an incorrect PO # that was given over the phone or on the fax. I did spent about a month on working out a system on what the PO # should be and what you expected and things have improved.
13	eliminate it.
14	
15	